

DEKRA 投诉与申诉

DEKRA Complaint and Appeal

DEKRA 致力于为您提供公正的，专业的和持续性的检测，检验和认证服务。为持续改进我们的服务，我们欢迎您就服务过程中的任何不满提出反馈。本文件旨在向您说明如何向 DEKRA 提出投诉或申诉，以及我们将如何处理。

DEKRA is committed to providing impartial, professional and consistent testing, inspection and certification service. To continuously improve our services, we welcome your feedback regarding any dissatisfaction during service delivery. This document explains how to submit a complaint or appeal and how we will handle it.

定义

Definitions

- **投诉 (Complaint)**

您对 DEKRA 提供的服务表达不满意，并明确或暗示期望我们予以回应或解决。

A formal communication of dissatisfaction with DEKRA provided service where a response or resolution is explicitly or implicitly expected.

- **申诉 (Appeal)**

您对 DEKRA 作出的有关合格评定服务或技术合规性的决定或解释提出正式异议，例如：认证决定、审核结论、技术判断等。

A formal communication of objection made to any decision or interpretation taken by DEKRA relating to conformity assessment services or technical compliance.

流程

Process

- 一旦收到投诉，质量经理将在 2 个工作日内与您联系，确认收到您的投诉或申诉。

After receiving a complaint, the Quality Manager will contact you within 2 working days to confirm receipt of your complaint or appeal.

- 届时，为便于我们快速、有效地处理您的投/申诉，请您尽量提供以下信息：
At that time, to enable us to handle your Complaint/ Appeal quickly and effectively, please provide the following information whenever possible:
 - 您的姓名、单位名称及有效联系方式
Your name, organization name, and valid contact information
 - 清晰描述问题或不满的具体内容
A clear description of the issue or dissatisfaction
 - 涉及的服务项目、证书编号、审核日期等相关信息
Relevant details such as project, certificate number, audit date, etc.
 - 您希望得到的解决方式（如适用）
Your desired resolution (if applicable)
 - 支持您诉求的相关证据（如文件、邮件记录、照片等）
Supporting evidence (e.g., documents, email records, photos, etc.)
- 质量经理将评审投/申诉信息并指派处理负责人。
Quality manager will review the information and determinates the complaint/appeal handler.
- 处理人将对投/申诉进行调查、原因分析，并提出纠正措施。调查时间一般不超过1周。
The handler will investigate the complaint/appeal, perform cause analysis, and propose corrective actions. The investigation shall normally not exceed 1 week.
- 调查结论和拟采取的纠正措施将经 DEKRA 管理层审阅，并由相关负责人批准后，书面告知您。
The findings and proposed corrective actions will be reviewed by DEKRA management, approved by the responsible person, and then communicated to you in writing.
- 如您对结果不满意，我们将记录您的意见，并告知您可以进一步申诉的内部或外部渠道。
If you are not satisfied with the result, we will record your comments and inform you of available internal and external recourse channels.

保密与公正性承诺

Confidentiality and Impartiality Commitment

- DEKRA 将严格遵守保密原则，您的个人信息和投诉内容仅用于调查和处理之目的。
DEKRA strictly observes confidentiality. Your personal information and complaint content will only be used for investigation and handling purposes.
- 所有参与投诉或申诉处理的人员均未参与相关项目，确保处理过程的公正性。
All personnel involved in handling complaints or appeals have not been involved in the relevant projects, ensuring impartiality.
- 您不会因为提出投诉或申诉而受到任何不利对待或歧视。
You will not be disadvantaged or discriminated against for filing a complaint or appeal.